Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Enterprise Security	Bart Grant	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Robert Wall	10 2	10 2
		Assigned to Individual Total	10 2	10 2
	Metro A Help Desk	Ed Conrad	1 1	1 1
		Edward Fortner	2 2	2 2
		Assigned to Individual Total	3 3	3 3
	Assigned Group Total		14 5	14 5
Customer Company Total			14 5	14 5

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Science Technology and Research	Enterprise Security	Bart Grant	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Robert Wall	10 0	10 0
		Assigned to Individual Total	10 0	10 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Edward Fortner	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Assigned Group Total		14 0	14 0
Customer Company Total			14 0	14 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Enterprise Security	Bart Grant	1 0.23	1 0.23
		Assigned to Individual Total	1 0.23	1 0.23
	Metro A Desktop Support	Robert Wall	10 0.12	10 0.12
		Assigned to Individual Total	10 0.12	10 0.12
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Edward Fortner	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Assigned Group Total		14 0.10	14 0.10
Customer Company Total			14 0.10	14 0.10

Science Technology and Research

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Enterprise Security	Bart Grant	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Desktop Support	Robert Wall	10 0	10 0
		Assigned to Individual Total	10 0	10 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Edward Fortner	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Assigned Group Total		14 1	14 1
Customer Company Total			14 1	14 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Enterprise Security	Bart Grant	1 7.07	1 7.07
		Assigned to Individual Total	1 7.07	1 7.07
	Metro A Desktop Support	Robert Wall	10 0.24	10 0.24
		Assigned to Individual Total	10 0.24	10 0.24
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Edward Fortner	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Assigned Group Total		14 0.68	14 0.68
Customer Company Total			14 0.68	14 0.68

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Detail

INC000000585802	Ronda Robbins Jones	Application	Error	Gmail		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000586897	Justin Berry	Application	Reporting	None		TIR Missed: No	0.43
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.65
INC000000586908	Justin Berry	Application	Reporting	None		TIR Missed: No	0.23
Enterprise Security	Bart Grant		Science Technology and Research	Low	Closed	TTR Missed: Yes	7.07
INC000000587245	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.32
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.34
INC000000588376	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.02
INC000000589595	Ronda Robbins Jones	PC/Laptop	None	None		TIR Missed: No	0.26
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.35
INC000000589972	Ronda Robbins Jones	Network	None	None		TIR Missed: No	0.03
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.46
INC000000591526	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.09
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed	TTR Missed: No	0.11
INC000000594033	Ronda Robbins Jones	Application	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Resolved	TTR Missed: No	0.33
INC000000594770	Scott Bishoff	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Resolved	TTR Missed: No	0.03
INC000000594840	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Resolved	TTR Missed: No	0.12
INC000000596598	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner		Science Technology and Research	Low	Resolved	TTR Missed: No	0.00
INC000000598315	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner		Science Technology and Research	Low	Resolved	TTR Missed: No	0.00
INC000000601274	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Science Technology and Research	Low	Resolved	TTR Missed: No	0.00